

# Enhancing Clinical Outcomes with the Care Predictor Index

Discover how the Care Predictor Index (CPI) impacts mental health treatment by enhancing the Therapeutic Alliance between clients and care providers. This case study highlights the significant impact of the CPI on treatment outcomes, employee development, and key performance indicators within behavioral health organizations. Learn how effective CPI implementation can lead to improved client engagement, retention, and overall success.



## INTRODUCTION

The Care Predictor Index is an assessment tool that is used to predict a care provider's ability to form a strong Therapeutic Alliance or Working Alliance. The Therapeutic Alliance – the bond formed between a client and their therapist – is considered an important aspect of the therapeutic process and is the second strongest indicator of treatment outcomes after client self-motivation.

<b>7x</b>	The Therapeutic Alliance has 7 times the impact on treatment outcomes over the specific treatment modality that is provided.
<b>55%</b>	Therapist effects on treatment outcomes can account for up to 55% of variance with larger effects occurring with more severe patients.
<b>10x</b>	Client rate of improvement of the most effective therapists is 10 times faster than the average rate.
<b>49%</b>	Dropout rates of patients treated by the least effective therapists are 49% higher than patients treated by the most effective therapists.
<b>2x</b>	Recovery rates associated with the most effective therapists are twice as high as those attained by the least effective therapists.

More specifically, the Therapeutic Alliance has the power to influence mental health treatment by opening paths for change across the entirety of the psycho-social spectrum, from emotions and organized thought to personal and social behavior. It is equally important that clients feel a strong human connection, or Working Alliance, with their non-clinical care providers as well, as this can also impact treatment outcomes.

Care Predictor provides two distinct types of assessments: one tailored for **clinical staff** and another designed for **non-clinical staff**.

## ● **CPI** clinical

Psychiatrist  
Therapist  
Support Counselor  
BHNP

## ● **CPI** care team

Doctor	Behavioral Health Tech
Nurse	Discharge Coordinator
Case Manager	Admissions Department
Care Navigator	

**+70%** Of a client's interactions are with non-clinical staff



This case study demonstrates how the Care Predictor Index plays a pivotal role in improving the alliance between care providers and clients. The CPI also allows organizations to better assess, retain and grow their behavioral health care talent. Additionally, the case study will examine how effective utilization and implementation of the CPI positively impacts Key Performance Indicators in the behavioral health care industry.

# The Science Behind the CPI

In 2021, Dr. Loren Martin, Ph.D. in Neuroscience, assembled a scientific team to conduct an in-depth exploration of the Therapeutic Alliance, focusing on the factors that drive it and how it ultimately impacts client outcomes. This team comprised twelve academic researchers who collectively spent over 3,000 hours developing the Care Predictor Index.

## Research Objectives

### 01 Impact Assessment

Assess the impact of the Therapeutic Alliance on client outcomes.

### 02 Factor Identification

Comprehensively understand the multifaceted factors influencing the Therapeutic Alliance.

### 03 Instrument Development

Develop a tool capable of identifying factors contributing to the strength of the Therapeutic Alliance.

Primary Domains	Sub-Domains
<b>Warm</b>	Emotional Engagement Personability
<b>Trustworthy</b>	Non-Controlling Conscientiousness
<b>Self-efficacious</b>	Self-Efficaciousness Therapeutic Acumen Clinical Aptitude
<b>Open</b>	Creativity
<b>Empathetic</b>	Empathy Sensitivity Considerateness
<b>Friendly</b>	Friendliness Sociability
<b>Confident</b>	Self-Assuredness Assertiveness Confidence
<b>Secure</b>	Secure Attachment Non-Anxious Attachment Approachability Interpersonal Bonding
<b>Respectful</b>	Respectfulness Thoughtfulness
<b>Flexible</b>	Rigidity Patience

After extensive research and development, the Care Predictor Index (CPI) was created. This assessment consists of a 234-question survey that evaluates 24 characteristics deemed necessary by the research team for creating a strong Therapeutic or Working Alliance. Additionally, the team developed an abbreviated 192-item measure to calculate a similar score for non-counseling, client-facing care provider positions. High CPI scores indicate care providers who are more likely to establish collaborative relationships, benefiting both clients and coworkers.

# Real-World Implementation of the CPI



In early 2023, the Human Resources department at Alter Behavioral Health (ABH), a primary mental health treatment facility with over 200 employees, implemented the Care Predictor Index as a hiring tool. As a result, ABH experienced a notable decrease in employee turnover and consequently mandated the utilization of the CPI in all hiring decisions starting in the fall of 2023.

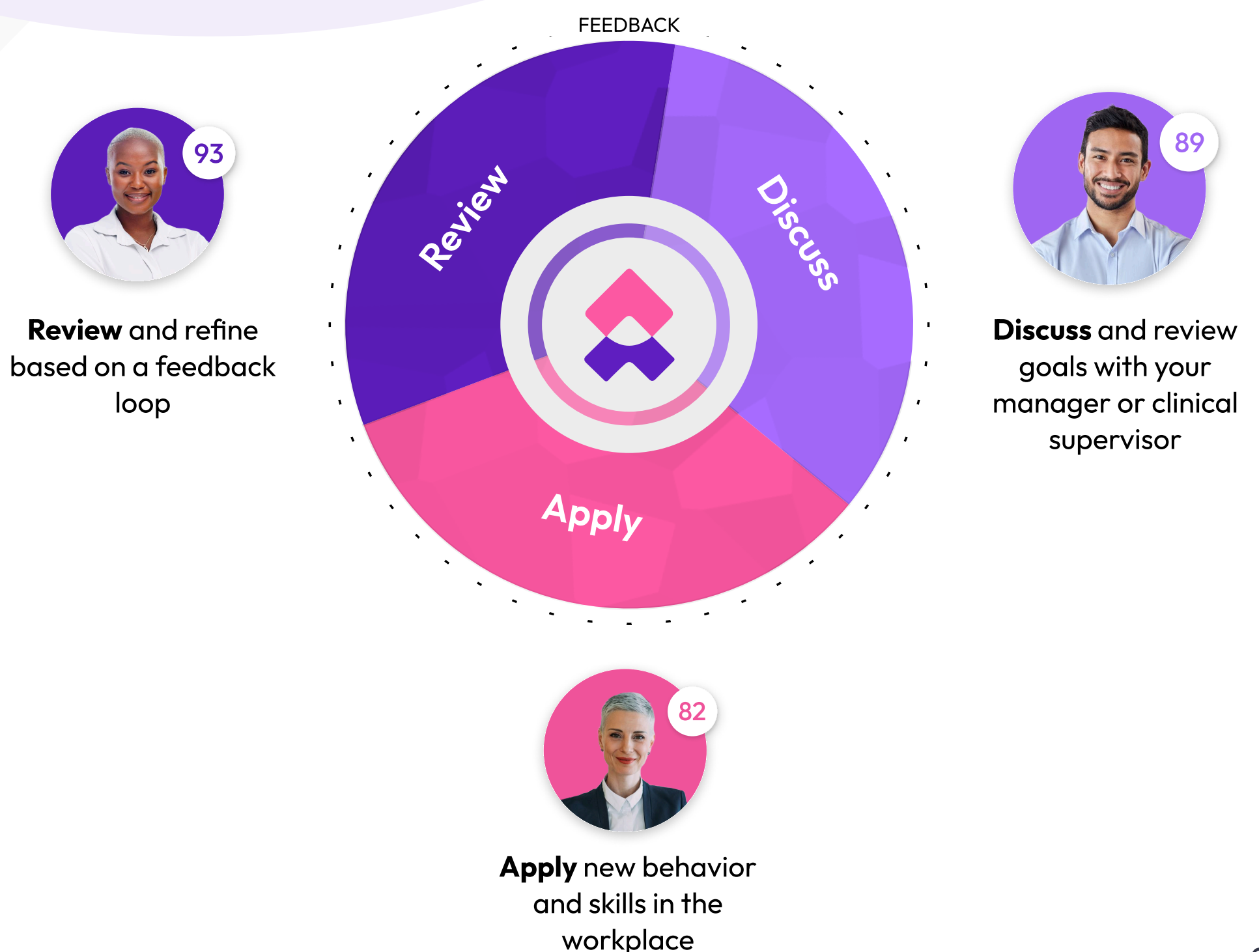
In August 2023, the executive management of ABH began to utilize the CPI as a development tool for new and existing employees across all positions and levels of care. Employees, clinical and non-clinical alike, were encouraged to consistently exercise their strengths and work on developing their areas of growth, both of which were discussed during regularly scheduled performance reviews. ABH ensured that therapists were further coached during clinical supervision sessions while discussing client cases to determine how they might utilize or enhance certain traits to strengthen their ability to create a strong Therapeutic Alliance.



# A scientifically informed client feedback loop

Clients were asked to provide feedback through the Brief Revised Working Alliance Inventory assessment (BR-WAI) – a 16-item survey that measures fundamental components of the therapeutic relationship, including the bond between the client and care provider as well as the collaborative approach and agreement on both treatment goals and tasks. The BR-WAI was administered at ABH on two separate occasions during the client’s treatment episode – two weeks post-admission and upon discharge – to ascertain if the Working Alliance changed throughout this time.

The results of the CPI-led employee development initiatives (performance reviews and clinical coaching) and the implementation of the BR-WAI indicated that substantive changes were happening within the organization. As CPI scores improved and care providers strengthened their ability to create better alliances with clients, the clinical department observed a marked improvement in five major key performance indicators\*:



# Conclusion

Alter Behavioral Health's successful implementation of the Care Predictor Index exemplifies the scientifically-backed tool's overall efficacy. The CPI provides valuable insights into an organization's individual and collective strengths and areas of growth. In turn, this information allows the organization to find and develop care providers who possess an aptitude for building a strong Therapeutic or Working Alliance with clients, ultimately improving both clinical outcomes and profitability.

Staff members with a strong ability to form genuine alliances significantly impact client care in several positive ways:

## 1. Increased Engagement

Clients are more likely to engage actively in the therapeutic process when they feel a strong connection with their therapist. This includes attending sessions regularly, being open and honest, and participating fully in therapeutic activities.

## 2. Enhanced Trust and Safety

A strong alliance fosters a sense of trust and safety, allowing clients to share their thoughts and feelings more freely. This openness is crucial for effective therapy, as it enables the therapist to gain a deeper understanding of the client's issues.

## 3. Greater Adherence to Treatment Plans

Clients are more likely to follow through with treatment recommendations, homework assignments, and interventions when they feel understood and supported by their therapist. This adherence can lead to more significant progress and better outcomes.

## 4. Increased Motivation and Hope

Feeling supported by a therapist can boost a client's motivation to work towards their goals and instill hope for positive change. A strong alliance can help clients believe in the possibility of improvement and maintain their commitment to the therapeutic process.

## 5. Better Therapeutic Outcomes

Research consistently shows that a strong therapeutic alliance is one of the most important predictors of positive therapy outcomes. Clients who experience a good alliance with their therapist tend to have better overall mental health and well-being.

## 6. Improved Coping Skills

Through a collaborative and trusting relationship, clients can develop and practice new coping strategies more effectively. The therapist can provide tailored feedback and support, helping clients to integrate these skills into their daily lives.

## 7. Reduced Dropout Rates

Clients are less likely to drop out of therapy prematurely when they feel a strong connection with their therapist. A strong alliance helps clients stay committed to the process, even when faced with challenges or setbacks.

In summary, the Care Predictor Index allows behavioral health organizations to hire and develop talent with the traits that translate to industry-leading patient outcomes and organizational performance.



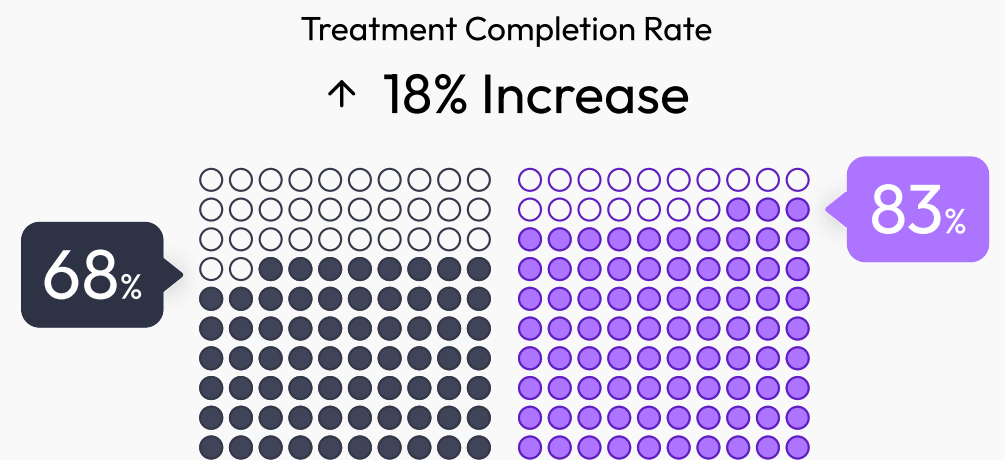
# Cost savings and business benefits enabled by Care Predictor for Alter Behavioral Health.

When you hire the right employees, they stay longer and are more engaged with clients and peers. But what's the bottom line of implementing our assessments?

Based on metrics gathered from Alter Behavioral Health's implementation of the CPI, here are some of the most notable results:

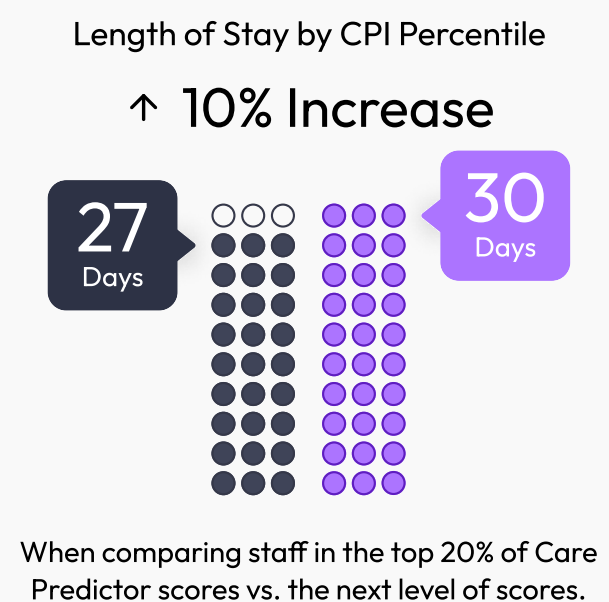
## Treatment Completion Rate

There was an 18% increase in treatment completion rate after the CPI was implemented across the organization.



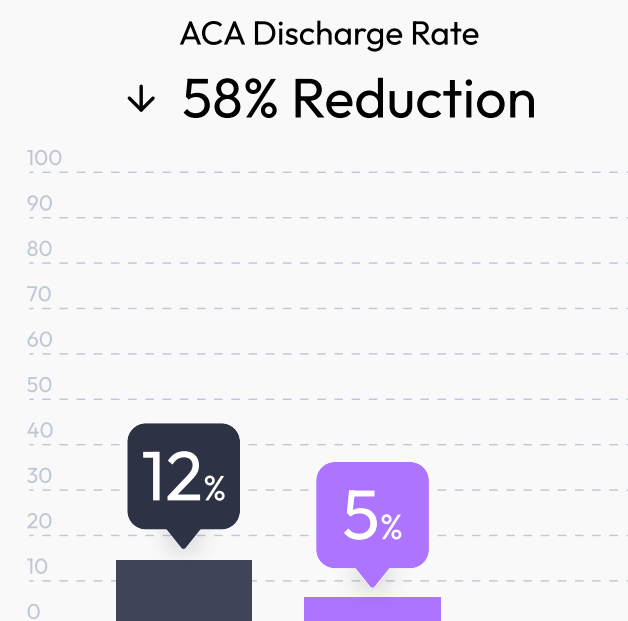
## Length of Stay (the number of days a client stays in treatment)

When comparing outcomes for clinicians whose CPI scores fell in the “good” range (2nd quartile) versus the “excellent” range (1st quartile), there was a 10% increase in LOS for residential clients whose therapists scored in the top quartile.



## ACA Rate (the number of clients who leave treatment Against Clinical Advice)

Since the company-wide implementation of the CPI, there was a 58% reduction in client ACAs.



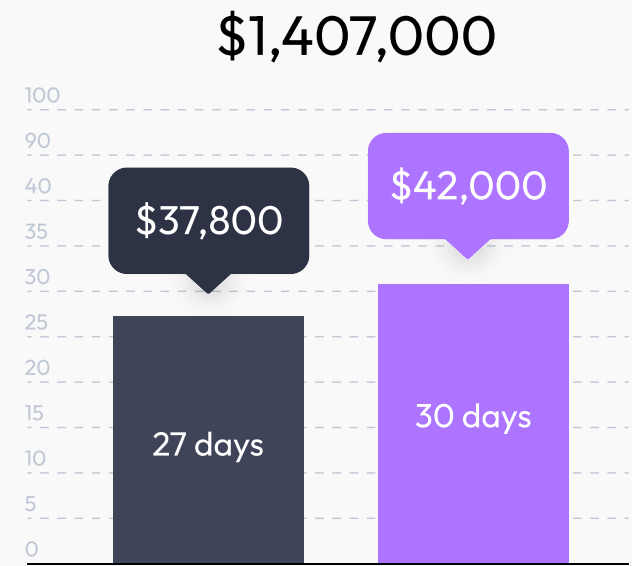
- Outcomes prior to leveraging Care Predictor assessments
- Outcomes for company utilizing Care Predictor pre-hire assessments and training

## Revenue Growth

With a 10% increase in LOS, clients stayed in treatment an additional 3 days (27 to 30 days). Assuming \$1,400 of revenue per day per client, this would generate an additional \$4,200 per client.

If we extrapolate this to Alter Behavioral Health's client population treated in 2023 (335 clients), this adds up to \$1,407,000 in additional revenue per year.

Impact of Increased LOS on Revenue per Client

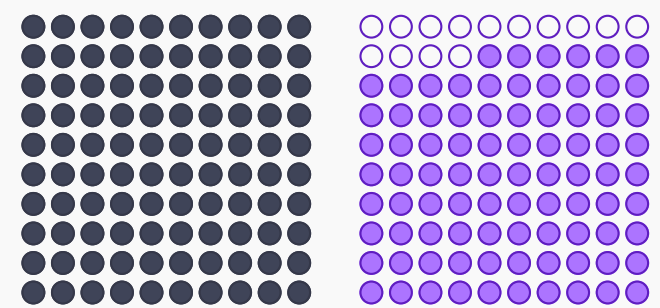


## Employee Turnover Rate

There was a 14% decrease in the employee turnover rate since implementing the CPI across the organization.

Employee Turnover Rate

↓ 14% Reduction



- Outcomes prior to leveraging Care Predictor assessments
- Outcomes for company utilizing Care Predictor pre-hire assessments and training